



Volume 3 - Past Performance Proposal

Solicitation No.: QTA0015THA3003

Date: November 4, 2016

Submitted to: General Services Administration FAS/ITS

Submitted by: Core Technologies, Inc.

Table of Contents

1.0	Past Performance - Reference 1	3
2.0	Past Performance - Reference 2	5
3.0	Past Performance - Reference 3	7
4.0	Submission matrix	9

Table of Tables

Table 1:	GRITS II Contract Information	3
Table 2:	Task Orders, agencies, and locations that CTI currently provides Voice Services for.	3
Table 3:	Issues and corrective actions encountered on GRITS II (Voice Services)	4
Table 4:	GRITS II (Data Services) Contract Information	5
Table 5:	Services that required activation and termination all across the US.....	5
Table 6:	Issues and corrective actions encountered on GRITS II (Data Services).....	6
Table 7:	FOH and HHS Contract Information.....	7
Table 8:	Issues and corrective actions encountered on identified contract	8

Table of Figures

Figure 1:	CTI Highlights.....	4
Figure 2:	GRITS II (Data Services) Win themes.....	6
Figure 3:	CTI Highlights (FOH & HHS).....	7
Figure 4:	FOH & HHS Win themes.....	8

Abbreviation/Acronym	Definition
GRITS II -	GSA Region 4 Integrated
CTI -	Core Technologies, Inc.
FOH	Federal & Human Services

GSA	General Services Administration
IDIQ	Indefinite Delivery Indefinite Quantity
POTS	Plain Old Telephone Service
VOIP	Voice Over Internet Protocol
DCMS	Defense Contract Management Agency
POC	Point of Contact
RFQ	Request for Quote
DOC	Department of Commerce
DOD	Department of Defense
GSA	General Services Administration
DOL	Department of Labor
DVA	Department of Veterans Affairs
CNI Region4	Coalition for Network Information
TSA	Transportation Security Administration
CONUS	Continental United States
OCONUS	OUTSIDE Continental United States
IP TV	Internet Protocol Television
DSL	Digital Subscriber Line
SoHo	Small-Office/Home-Office
VPN	Virtual Private Network
GFE	Government Furnished Equipment
Mb	Molded Case Circuit Breaker
WITS II	Washington Interagency Telecommunications Systems
GSA STARS II	Government Wide Acquisition Contract
CPAR	Contractor Performance Assessment Report

1.0 PAST PERFORMANCE - REFERENCE 1 (L.31.1)

Customer/Agency name	General Services Administration (GSA) Region 4
Contract title	GSA- GSA Region 4 Integrated Telecommunications Services (GRITS II)
Contract or task order number	[REDACTED]
Total contract/project value	[REDACTED]
The percent of total contract complete to date	30%
Contract/Project start date and end date	April 1, 2013, April 1, 2023
Customer's/CO's Contact Info	[REDACTED]
Customer's / Program Manager's Contact Info	[REDACTED]

Table 1: GRITS II Contract Information

Agency	Location	Task #	Agency	Location	Task #
Department of Justice	GEORGIA	[REDACTED]	Department of Defense	ALABAMA	[REDACTED]
Department of Justice	GEORGIA	[REDACTED]	Department of Defense	ALABAMA	[REDACTED]
Department of Commerce	N CAROLINA	[REDACTED]	Department of Defense	FLORIDA	[REDACTED]
Department of Commerce	N CAROLINA	[REDACTED]	Department of Defense	FLORIDA	[REDACTED]
Department of Justice	FLORIDA	[REDACTED]	Department of Defense	FLORIDA	[REDACTED]
Department of Defense	FLORIDA	[REDACTED]	Department of Defense	FLORIDA	[REDACTED]
DOH and Human Services	N CAROLINA	[REDACTED]	Department of Defense	FLORIDA	[REDACTED]
DOH and Human Services	N CAROLINA	[REDACTED]	Department of Defense	FLORIDA	[REDACTED]
CNI - Charlotte 6115	N CAROLINA	[REDACTED]	Department of Defense	FLORIDA	[REDACTED]
Department of the Navy	N CAROLINA	[REDACTED]	Department of Defense	FLORIDA	[REDACTED]
Department of the Navy	FLORIDA	[REDACTED]	Department of Defense	FLORIDA	[REDACTED]
Department of Defense	ALABAMA	[REDACTED]	Department of Defense	FLORIDA	[REDACTED]
Department of Defense	ALABAMA	[REDACTED]	Department of Defense	FLORIDA	[REDACTED]

Table 2: Task Orders, agencies, and locations that CTI currently provides Voice Services for.

A description of the work performed by the offeror:

GSA FAS awarded the GSA Region 4 Integrated Telecommunications Services (GRITS II) which enables Federal agencies to realize significant savings off tariff rates for local telecommunication services. Orders for local telecommunication services must originate within the boundaries of Region 4 in Georgia, South Carolina, Florida, North Carolina, Alabama, Tennessee, Kentucky, and Mississippi but may terminate anywhere in the Continental United States (CONUS) and Outside the Continental United States (OCONUS).

GRITS II Features:

- Indefinite Delivery, Indefinite Quantity (IDIQ), multiple-award, fixed price, performance-based contract
- Wide Range of Services: Voice, Data, Video, Converged Services, and Other Wired Telecommunication Services (within NAICS code 517110).
- Integrated solutions can be implemented allowing seamless connectivity for a wide range of technologies from voice, data, and video to OC 192 SONET.
- Direct Order Billing

CTI Solution(s):

The contract was awarded to 8 Primes Contractors: Core Technologies, Frontier Communications, Futron, Level 3 Communications, SBA Global Services d/b/a/AT&T, TW Telecom, Windstream Communications, and Verizon Federal. CTI has successfully competed with all other 7 primes and received multiple awards based on lowest price, technically accepted offerings for: Voice Analog (POTS) Services/Voice PRI Services/Hosted VoIP Services. CTI is the only vendor that has been able to provide a complete Carrier-Neutral Solutions (over 30) and simplified flat rate prices for task orders that require origination and terminations across the US.

- The Only Women-Owned Small Business awardee on any GSA LSA Contract.
- Carrier-Neutral Solutions
- Solution Based Offerings
- Competitive Pricing
- Excellent Past Performance Ratings

“Given what I know today about the Contractor’s ability to perform in accordance with this contract or order’s most significant requirements, I would recommend them for similar requirements in the future.” Ruben Mendez, CPAR Evaluation

Figure 1: CTI Highlights

GRITS II (Voice Services) Task Order Highlights:

[REDACTED] are a few of the VOIP Task Orders that CTI has won to provide VOIP Service to the DCMA. CTI has been awarded more VOIP orders than any other GRITS II contractor. We attribute this to our flexible, low cost solutions and exceptional customer service.

Issue	Corrective Action
Incorrect Records Provided on RFQ’s and Orders.	Work closely with both GSA, Customer POC and Carriers to ensure site address and contact information is correct especially site address including Building Numbers and Office Suites.

Table 3: Issues and corrective actions encountered on GRITS II (Voice Services)

2.0 PAST PERFORMANCE - REFERENCE 2 (L.31.1)

Customer/Agency name	General Services Administration (GSA) Region 4
Contract title	GSA- GSA Region 4 Integrated Telecommunications Services (GRITS II)
Contract or task order number	[REDACTED]
Total contract/project value	[REDACTED]
The percent of total contract complete to date	30%
Contract/project start date and end date	April 1, 2013, April 1, 2023
Customer's/CO's Contact Info	[REDACTED]
Customer's / Program Manager's Contact Info	[REDACTED]

Table 4: GRITS II (Data Services) Contract Information

Task ID	Agency	Type of Work	Task ID	Agency	Type of Work
[REDACTED]	DOC	Data Services	[REDACTED]	DOL	Data Services
[REDACTED]	DOD	Data, Hosed VoIP, Ethernet Services	[REDACTED]	DVA	Data, Ethernet, Broadband Services
[REDACTED]	GSA	Data, Ethernet, Broadband, Hosted VoIP, IP TV Services	[REDACTED]	CNI REGION4	Data services
[REDACTED]			[REDACTED]	TSA	Data Services
[REDACTED]			[REDACTED]	NAVY	Data, Ethernet, Hosted VoIP

Table 5: Services that required activation and termination all across the US.

A description of the work performed by the offeror:

Orders for local telecommunication services must originate within the boundaries of Region 4 in Georgia, South Carolina, Florida, North Carolina, Alabama, Tennessee, Kentucky, and Mississippi but may terminate anywhere in the Continental United States (CONUS) and Outside the Continental United States (OCONUS).

CTI-Team Solution(s): CTI Team has successfully competed with all other 7 primes and was awarded based on lowest price, technically accepted offerings for: Data

Services / Broadband Services / Ethernet Services / Hosted VOIP Services/ Cable Services and IP TV Services

GRITS II (Data Services) Highlights:

██████████ Awarded for 75 locations across the US from New York to California, Puerto Rico and Alaska for the Department of Defense/ Stennis Space Center. CTI works closely with numerous carriers to install DSL/ SoHo Service and assists the governments Network Operations Team with the integration of VPN GFE equipment. CTI provides the customer with a customized single report that tracks unique data from all carriers to include: Site contact personnel, Access Hours, Technical information, and corresponding contract data.

██████████ CTI is the only contractor on GRITS II that provides IP TV Services. Under this task order we installed an integrated solution for the Florida National Guard that included a 40 Channel Head End and 273 TV Units that provides IP TV service across a 6 building campus, 68 Wireless Access Points for internet service and a dedicated 50mb circuit.

Awarded to CTI-Activation & Terminating Service Covering Areas:

- Region 2: NY, Puerto Rico, NJ
- Region 3: PA, VA, WV
- Region 4: GA, FL, MS, NC, SC, TN, KY
- Region 5: IN, IL, MI, MN
- Region 6: KS, IA
- Region 7: AR, LA, TX
- Region 8: MT, SD, UT
- Region 9: AZ, CA, NV
- Region 10: OR, WA

Awarded to CTI –Servicing GSA Customer Agencies:

- Border Control
- DCMA
- US Trusties
- Bureau of Indian Affairs
- Nuclear Regulatory Commission-NRC
- U.S. Department of Agriculture-USDA
- Drug Enforcement Agency-DEA
- Federal Court House
- US Marshall
- Office of Inspector General-OIG
- Department of Veterans Affairs-VA

“Given what I know today about the Contractor’s ability to perform in accordance with this contract or order’s most significant requirements, I would recommend them for similar requirements in the future.”

Ruben Mendez, CPAR Evaluation

Figure 2: GRITS II (Data Services) Win themes

Issue	Corrective Action
Carrier missed installation appointment.	Confirm appointment with carrier day before and day of appointment.

Table 6: Issues and corrective actions encountered on GRITS II (Data Services)

3.0 PAST PERFORMANCE - REFERENCE 3 (L.31.1)

Customer/Agency name	Federal Occupational Health (FOH) & Department of Health and Human Services (HHS)
Contract title	Division of Administration and Resource Management Business Technology Support
Contract or task order number	[REDACTED]
Total contract/project value	[REDACTED]
The percent of total contract complete to date	85%
Contract/project start date and end date	August 26, 2010 - Current
Customer's/CO's Contact Info	[REDACTED]
Customer's / Program Manager's Contact Info	[REDACTED]

Table 7: FOH and HHS Contract Information

A description of the work performed by the offeror:

The scope of this contract is to provide high-speed digital internet access for over 250 Federal Occupational Health Centers geographically dispersed throughout the United States including Puerto Rico, Alaska, and Hawaii.

Services include flat rate, always-on high speed Internet Access via Cable, DSL, Satellite and Air Card Services. Additional Services Include: Technical Support, Inside Wiring, Logistics Management and a Dedicated Help Desk.

Best Value through CTI's in-depth knowledge, practical expertise, demonstrated responsiveness, and value-added program management and technical capabilities.

- 2014-2015 The #1 -8a STARS contractor with the most awarded task orders from GSA.
- Carrier-Neutral Solutions
- Solution Based Offerings
- Competitive Priced
- Excellent Past Performance Rating

Figure 3: CTI Highlights (FOH & HHS)

CTI Solution(s):

DSL and Cable: CTI is currently teaming with 21 different providers: Armstrong, AT&T, Cablevision, CenturyLink, Charter Cable, Cincinnati Bell, Claro, Comcast, Cox, Frontier, GCI, Global Capacity, Hawaii Telecom, Exede Satellite, Mediacom, Metro Cast, Paul Bunyan Telco, Time Warner, Verizon, WorldNet, WOW.

Air Cards: 70+ cards dispatched across the US including Hawaii, using 3 different providers: AT&T, Sprint, Verizon.

Once CTI is given a new location to activate, we work to identify the best solution for the customer using a multitude of service providers. CTI’s provisioning group coordinates all aspects of the installation with a “hand holding” approach from order intake to test and turn up. CTI also provides tier one help desk support and period audits for the Agency.

Our monthly invoice includes integrated information from multiple carriers and service providers. We also maintain a customized database for the customer that tracks technical data, site information and order details.

Highlights:

Transitioned 51 accounts from GSA WITS III due to FOH requirement to consolidate billing, have a single point of contact for support/services and lower monthly reoccurring costs.

CTI was originally awarded a 4 year Contract under STARS I which was successfully fulfilled and subsequently awarded another 2 year contract with 3 option years under STARS II.

CPAR Evaluation by Contracting Officer David Wilson notes all ratings as “Very Good”, “Exceptional”, “Core Technologies has met or exceeded the task requirements for this project. The customer has been very satisfied with Core Technologies. Given what I know today about the Contractor’s ability to execute what they promised in their proposal, I definitely would award to them today given I had a choice.”

- **Solution Based Contract**
- **Over 21 Different Service Providers**
 - ✓ Armstrong, AT&T, Cablevision, CenturyLink, Charter Cable, Cincinnati Bell,
 - ✓ Comcast Cable
 - ✓ COX, Frontier, GCI
 - ✓ Global Capacity
 - ✓ Hawaii Telecom, Hughes Net, Mediacom, Metro Cast
 - ✓ Paul Bunyan Telco
 - ✓ Time Warner, Verizon, WorldNet, WOW
- **Over 250 Activation Sites**
 - ✓ Including: Puerto Rico, Alaska and Hawaii
- **Transport & Access**
 - ✓ Copper
 - ✓ Air card
 - ✓ Wireless
 - ✓ Satellite

Figure 4: FOH & HHS Win themes

Issue	Corrective Action
Tracking Air Cards: Customers often loose, redistribute or no longer have a need for an assigned Air Card costing the customer unnecessary money.	Periodic audit of accounts that identifies usage. A report is given to the customer for direction on terminating or reassigning cards with little or no usage.

Table 8: Issues and corrective actions encountered on identified contract

4.0 SUBMISSION MATRIX

Requirement ID	Matrix Volume	RFP Reference(s)	Description	Service Name	Area Name	Service ID	File Volume	File Provided (Y/N)	File Name	Proposal Section	Page Number
822	3. Past Performance	L.31.1	Three (3) past performance references on government or commercial projects reasonably similar in size and scope of the four mandatory services identified in Section C.1.2.				3. Past Performance	Y	CTI_Volume3_Past_Performance_FPR.docx	1.0-3.0	3-8